POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Undergraduate Assistant
DEPARTMENT: Faculty of Arts & Science - English
POSITION NUMBER: 00101336
GRADE: 5 EFFECTIVE DATE: June 22, 2014

JOB SUMMARY:

Reporting to the Undergraduate Chair in the Department of English, the Undergraduate Assistant is responsible for all aspects of administration for the Undergraduate program in English. The incumbent is accountable for a wide range of administrative support services, including responding to queries from students and faculty, secretarial assistance, facilitating communications and ensuring that all functions in the annual undergraduate calendar are achieved according to established deadlines. The incumbent assists with preregistration and registration activities, prepares letters of permission, transfer credits and exchanges, academic records, teaching rosters, and completes timetabling activities. The Undergraduate Assistant also participates in special departmental projects and provides administrative and secretarial services to the Undergraduate Chair and to faculty and Teaching Fellows in the Department.

KEY RESPONSIBILITIES:

- Answer student queries and advise students on various program planning, course selection, degree requirements, policies and procedures
- Answer email, telephone and in-person queries, resolving issues where possible and redirecting to the appropriate faculty members and departments when necessary
- Assist with providing an effective flow of communication across the Department, between students, faculty, the Undergraduate Chair, the Faculty Office, and with the Departmental Student Council (DSC)
- Oversee timetabling process; collect all teaching and room requests, analyze and enter restrictions according to program requirements; work with the central Timetabling Office on any adjustments to schedules and room allocations; communicate timetable schedule to faculty members
- Monitor inputting of exam request forms and archiving of examinations; ensure exams and marks are submitted by the appropriate deadlines; assist and advise Teaching Fellows and Term Adjuncts on the departmental processes followed in the exam and marks process.
- Assist with producing and updating program information and other materials for recruitment sessions
- Administer faculty book-orders, course-descriptions, and syllabi, ensuring that time-sensitive deadlines are met
- Maintain and post program information on the departmental web site
- Maintain records and filing on all matters of undergraduate business, including all outgoing and incoming Exchange students
- Generate class-lists and other reports in PeopleSoft

- Liaise with the DSC executive, including compiling a list of all DSC Reps, sending out notices to students and faculty regarding DSC meetings and social activities, and booking rooms for meetings and social functions
- Administer USAT evaluation process, coordinating with the DSC and ensuring that deadlines are met
- Provide general administrative support to the Undergraduate Chair and Undergraduate Studies Committee
- Serve as Departmental contact person for telecom issues.
- Provide general clerical assistance to all faculty, sessional faculty and teaching fellows.
- Provide backup support to the Administrative Assistant to the Head.

REQUIRED QUALIFICATIONS:

- Minimum two-year post-secondary program in business administration
- Relevant experience in an office/service environment
- Familiarity with Arts and Science undergraduate programs, policies, and administrative process preferred
- Familiarity with PeopleSoft (including running queries, enrolling students in courses, generating reports) preferred
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Excellent interpersonal and communication skills, including cultural competencies to interact effectively with individuals from diverse backgrounds
- Ability to organize work, set priorities, and respond with diplomacy and discretion to problems and issues raised by faculty and students
- Ability to work effectively to deadlines and maintain focus despite frequent interruptions
- Sound knowledge of computer programs and systems, and ability to learn new software as required and adapt to a constantly changing technological environment
- Proficiency with Microsoft Word and Excel
- Ability to collect and synthesize data from multiple sources
- Strong attention to detail
- Familiarity with maintaining and updating web site
- Work independently with minimal supervisions and as part of a larger team
- Ability to adhere to strict confidentiality

DECISION MAKING:

- Prioritize work, manage time, and determine the most important task among several, to ensure deadlines are met
- Determine when information requires further action including distribution or verification of information and redirect appropriately
- Distinguish between circumstances in which decisions can be made independently and those where consultation is needed

- Advise undergraduate students on a broad range of questions and determine which questions to refer to Chair or others, especially when responding to students experiencing difficulties.

SIGNATURES:

Date

_____ _____

Incumbent

_____ _____

Manager

_____ _____

Department Head/Director or Designate